

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of: ) Conf. No.: 9867  
Eric James )  
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Serial No.: 09/675,597 ) Filed: September 29, 2000  
                                  )  
For:           SYSTEM AND METHOD OF ) Art Unit: 2614  
          USING A PHONE TO ACCESS )  
          INFORMATION IN A CALL )  
          CENTER )  
                                  )  
Primary )  
Examiner: Phan, Joseph T. )  
                                  )

## AMENDMENT

Mail Stop: RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-0001

In response to the Office Action mailed August 21, 2008, please amend the application as follows: